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OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY

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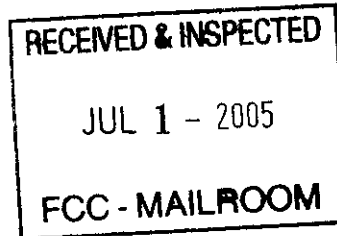
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June 30, 2005

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: CG Docket 03-123, DA 05-1681
MDTE Year 2005 TRS Consumer Complaint Log Summary

Dear Ms. Dortch:

Pursuant to DA 05-1681, the Massachusetts Department of Telecommunications and Energy ("MDTE") respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Services ("TRS") providers submit annual consumer complaint log summaries by July 1 of each year. See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140 (March 6, 2000); 47 C.F.R. § 64.604. This submission constitutes the MDTE's year 2005 TRS consumer complaint log summary filing.

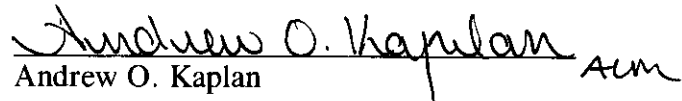
During the period of June 1, 2004 to May 31, 2005, the MDTE did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the TRS provider, Sprint (formerly Vista, Inc.). We are providing a paper copy and an electronic copy of the Sprint consumer complaint log summary.

No. of Copies rec'd 0+4
List ABCDE

FAX: (617) 345-9101 TTY: (800) 323-3298
www.mass.gov/dte

The MDTE will continue to monitor the status of TRS in Massachusetts in order to assist in spotting national trends that may lend themselves to coordinated solutions.

Sincerely,


Andrew O. Kaplan
General Counsel

enclosure:
consumer complaint log summary

cc with enclosure:
Dana Jackson
Consumer and Government Affairs Bureau

Complaint Tracking for MA (06/01/2004-05/31/2005). Total Customer Contacts: 134

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/15/2004	Customer complained that the CA did not look in her speed dial list for phone number. Customer asked CA to dial her mom's cell phone number. CA did not know how to use speed dial list. She would like all CA reminded to look in customers speed dial lists for numbers.	06/16/04	Manager apologized and informed customer that we would remind all CA's. CA coached on proper procedures for speed dial lists. Reminder in weekly memo to all CA's on how to access speed dial lists.
06/16/04	Caller complained that the CA hung up on him. This has happened three times in the past week and wants this CA fired.	06/16/04	Manager apologized to caller and informed him that the CA would be spoken to. Manager spoke to CA, Relay policies reviewed.
06/16/04	Customer complained that she reaches a recording that states the line she is calling from has been disconnected when placing a long distance call through Relay. She also stated that this did not happen before she had a profile. Customer would like her carrier to be her carrier of choice on her profile.	06/24/04	Manager suggested she contact her carrier for more information as to why she is getting that recording. Informed her that CA would update her profile. Customer did not want to call her carrier and asked CA to call her back about this issue. Customer feels this is a Relay issues and not her carrier.
06/17/04	Customer complained that she has a slow type profile, but CA would not change the speed. The CA informed her that since she was the terminating end of the call, the typing speed can not be changed. CA stated that she would do her best to type slow.	06/17/04	Manager spoke with Customer. Explained to her that CA can not change the speed if she is on the term side of the call. Suggested she just ask the CA to type slower. Customer understands and wished something could be done about this. She feels that the CA should be able to adjust the speed if she is the caller or being called.
06/18/04	Customer complained that she is unable to place a long distance call through Relay. She reaches a recording that states the number she is calling from has been disconnected.	06/18/04	Manager Apologized to Customer and informed her that I would open a trouble ticket on this. Customer stated that she need to place this call. Suggested that call back into relay and request a SUP. Informed her that I would let the SUP know what is going on and we would try to process the call another way. She thanked manager and disconnected.
06/22/04	Customer is sick of MASS relay is always typing too fast. Wanted to speak to Manager. Customer is frustrated with the relay. She feels like people do not look at her profile for 45 wpm. Also the issue seems to be when a person calls them, it's too fast and cannot be fixed.	09/22/04	Manager apologized to customer and coached agent.
06/29/04	Customer wanted to know the fax number to fax a complaint. Customer explained that the CA disconnected on her and wanted us to see what the CA typed. She feels this CA needs more training.	06/29/04	Manager apologized to Customer and gave her the number. Informed her that I would have a SUP speak with CA right away. Received complaint fax. CA did not know how to set up a VCO to TTY call. Customer requested to speak with SUP two times, but CA disconnected her. CA coached on proper procedures for VCO to TTY calls.
7/8/2004	Customer was upset for not being able to call her mother thru the relay to her cell phone. The CA who processed the call was forced to ask for a LD Carrier.	7/8/2004	Supv explained to her that the billing is not generated by MassRelay. Supv explained her how to make a collect call. Customer stated that she was in a hurry and had to get off the phone.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/11/04	Customer stated that she has been receiving harassing phone calls through Relay from voice user. She can hear children on the line. Other people in her town of Falmouth have also been receiving the same calls and have reported the calls to the Police department. Sometimes the callers are threatening saying "You can't stop us!" She asked that her number be removed from our list, as there are no TTY users at her home.	07/12/04	Possible VCO calling her home, she can hear voices in the background. 7/12 Spoke with Customer. Explained to her again that all calls are private and confidential. There are no records of calls kept. She stated that she plans on contacting her telephone company to trace the calls. She thanked me for calling her back.
07/15/04	Customer complained that he could not make a long distance call through Relay. He receives a recording that states the number he is calling from has been disconnected. Other hearing people in his household can make the call just fine.	07/15/04	Manager apologized to Customer and informed her that I would open a trouble ticket on this. The problem should be fixed within 24 hours. Trouble ticket opened 7/15 1935584. Ticket closed 7/15.
07/21/04	Customer complained that CAs are still not following her Caller Profile to type slow. She does not offer any specific CA ID numbers, just stated that mostly all of them.	07/21/04	Apologized to Customer and informed her that I would have a reminder in the weekly memo to all CA's about Caller Profiles. She stated that she just wanted me to know that it is still happening.
07/24/04	Caller complained about the long delay between the number given to dial and the dial out process. Caller also stated that a CA was rude. Asked to speak to a higher SUPV and was transferred to Customer Service. The CA handling the call asked for the long distance carrier twice after it was already given.	07/24/04	Apologized to caller for any inconvenience this may have caused. Explained to caller that there was only one SUPV during the weekends. Informed her that the SUPV would be spoken to. SUPV coached on professionalism.
07/27/04	Caller Complained that CA hung up on them during the process of a TTY to VCO call. Caller also stated that lately CA seems to be having difficulty processing TTY to VCO.	07/27/04	Apologized to caller for the inconvenience. Offered to watch the CA process the call for her and she agreed. CA processed the call correctly.
08/02/04	Customer was upset that he was transferred to Customer Service in error. He had requested to Contact Best Buy Customer Service. He wanted to be transferred back to the CA.	08/05/04	Apologized to customer for the mistake and inconvenience. Explained to him that Customer Service was unable to transfer calls to the Relay CA. He wants a written explanation of why Customer Service can not transfer calls back to the CA. Mailed letter on 8/5.
08/04/04	Customer was upset that CA told her there were no messages on her voicemail. She called back into Relay and got CA who told her there were messages.	08/05/04	CA was coached on proper voicemail procedures. Left message on voicemail apologizing for the CA errors. Informed her that I would have something in the weekly memo reminding all CA's on proper voicemail retrieval. Suggested she contact supervisor if she had any questions.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/14/04	Customer complained that a TTY user called his home to speak with his sixteen year old daughter. The conversation that was relayed was extremely obscene and vulgar. He wants to know who was calling and their phone number. He stated that he does not believe that Relay does not keep records of phone numbers and names of callers. He wants to contact the Attorney General and possibly hire a lawyer to discuss how the Relay center allows these calls to take place and be relayed with no identity. This call took place on August 14 around 3 am.	08/17/04	Explained to customer that the calls are confidential and that there are no records of calls. Customer does not believe this and would like a call back with more information. Informed him that Supervisor would contact him on Monday morning. Called 8/16 at 10:30 No answer. Called 8/17 at 12:00 No answer. Called 8/17 at 12:30 Left message. Explained to customer that all calls are private and that there are no records of calls kept. Suggested he contact Supervisor if he has any questions.
08/17/04	Customer complained that there was not a Spanish CA available to make a call. She stated that it was against the rights of Spanish and is against the law. There should be a Spanish CA available in case of emergencies. She needed to tell a Spanish family about a family member in jail. Customer stated that she would try again in the morning.	08/18/04	Apologized to customer and informed her that there was not a Spanish Ca available. Suggested to call Relay in the morning for a Spanish CA. Informed her that I would relay her concerns to the appropriate staff. 8/18 Spoke with customer. Apologized again for not having a Spanish CA available. Also informed her that I would refer her complaint to the Center Manager. She thanked me for contacting her in regards to this and hopes to see improvements in the staffing of Spanish CA's.
08/20/04	Customer complained about overall quality of work from CA trainees. She feels that she should be receiving a certain level of service from Relay and she is not getting that from trainees. She explained that she had 11 new messages on her answering machine and three of the phone numbers were typed in correctly by the CA. Customer feels that the CA trainees should have longer training sessions and practice calls before dealing with the public. She feels that the requirements are not being addressed and that she should not have to deal with abuse and poor service from trainees. Customer stated that she would be filing a formal complaint to the FCC about Mass Relay.	08/20/04	Apologized to customer. Informed her that I would forward her complaint to the training dept right away. She stated that she hopes something will be done about the ongoing problem with trainees.
08/24/04	The caller complained that CA was very rude and impatient. The CA yelled at the caller, who was confused and using Relay for the first time.	08/24/04	Apologized for the rudeness of the CA. Explained to the caller how the relay service works. Explained that CA's cannot get involved in relay calls or answer questions. CA was coached on professionalism.
09/08/04	A TTY user wants to make a collect call from MASS correction legal services. The caller makes the call, the called party takes a collect call and hangs up. Caller is informed by letter that TTY collect calls are accepted.	09/08/04	9/13 Call to customer for clarification - no answer. 9/14 Call to customer for clarification - no answer. 9/15 Call to customer for clarification - no answer.
09/09/04	Caller complained about a CA and a Supv regarding a call to a TTY user. Customer is very upset that the CA would not repeat what was relayed to her. CA relayed question to TTY user. Supervisor explained that this was proper procedure, caller extremely upset. Did not want to hear any of this.	09/09/04	Explained to caller to tell CA that if she could not hear him to let the CA know and he will relay it back. If she just asks for CA to repeat it, the CA will relay the question to the TTY user caller.

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09/09/04	Caller was frustrated because some CA's don't seem to be following their profile option for reduced typing speed (45 wpm). She has trouble following the test at standard speed.	09/09/04	Agent did adjust speed to 45 WPM and asked if they found it easy to follow. She said "yes, wonderful." When I remained her that CA's can't change the speed at the very beginning of the call. CA's should honor the 45 WPM request. Customer got very angry, she wanted to speak with Supervisor and that she would write a letter of complaint. Then customer hung up without waiting for a reply from me.
09/10/04	Customer Complained that CA did not follow voice mail instructions given by customer. Sates that CA refused to enter any information for four minutes and refused to give customer the messages did not wanted to be transferred to Customer Service. Asked for a SUPV to call voice mail.	09/14/04	9/10 - Call to customer left message. 9/13 call to customer left message. 9/14- Call to customer left message.
09/13/04	Customer complained that CA did not respond to him after the greeting macro came across the screen. I let him know that his complaint would be handled by a team leader and the situation would be taken care of.	09/13/04	Team leader informed CA of complaint.
09/16/04	Customer called to complain that CA did not dial 2nd #. TTY user wanted CA to dial stating to that 2nd number was given. Also an answering machine as the fist number was given. 1st number received answer machine. TTY customer was told answer machine seems to think CA did not dial 2nd number	09/16/04	Supervisor was notified of CA.
09/18/04	Customer getting crank calls on cell phone via relay. Caller ID says "711." Very unhappy with relay calling him and we should stop, especially because he is a 16 year minor and can't afford the charges.	09/18/04	Explained relay is not making the calls but processing the connection for someone using the system to call him. He said he's heard that before and that it is up to us to stop calling his number. I said we wouldn't be able to stop calls to any number. Caller put me on hold and did not come back on the line for 5 minutes, I hung up.
09/22/04	Customer was trying to leave a voice mail with a CA. Customer was confused by CA instructions (hot key "pls voice ur msg when you see gad...redialing) and message was not left. Got SUPV on and SUPV told customer that the CA was a trainee but she did not apologize and the customer felt this was rude.	09/22/04	Manager apologized to caller for her bad experience and said people in question would be spoken with. Caller wants an e-mail response to confirm that this was done. E-mail sent on 9/22 at 3:48 PM.
9/22/2004	Customer complains that MassRelay is too fast. Customer has a profile for 45 WPM.	09/22/04	No CA ID was given so no action can be taken upon a certain agent on identifying caller profile.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/29/04	State Police informed by caller they had received 3 harassing phones calls from AT&T Relay.	09/29/04	I informed him that we are Sprint Relay and not associated with AT&T. He said they had transferred him to us and could not transfer him back to them. State police thanked me and hung up.
10/05/04	Customer has had trouble reaching the phone company and wanted to know why it wasn't turned on since she made a payment. She had problems reaching the phone company and kept getting recording and asked CA for phone company billing department number.	10/05/04	Explained that the CA cannot turn her phone back on because we are not part of the phone company. Suggested since she was having trouble getting through the recordings suggested she could ask the CA to listen for billing department or to wait for a live person at the phone company so that the CA would get through and not have to type the entire recording or have to disconnect while the recording was typed. Told her we didn't have the billing department or other numbers.
10/06/04	Customer attempting to call his mother in Corpus Christi, TX at her number using a specific long distance carrier. Says when he dialed this number, he reaches a bilingual answering machine which he doesn't understand because his mother is not bilingual nor does she have an answering machine. He said he has the same problem 50% of the time he tries to call this number through relay. He reports he has spoken to customer service before and received follow up call from Sprint Customer Service. Supervisor from Sprint called the number direct and reached the mother.	10/06/04	Supervisor asked if he was sure this was the correct number and if he had the CA try a 2nd time in case the number was misdialled. Also, gave him the tty relay number for TX, also suggested he call information to make sure the area code is correct.
10/07/04	Made 2 calls this morning, on both calls there was a problem with the VCO, the other party could not hear him. Had to switch to text to complete the call which took longer than using VCO. Gave CA ID. Said the CA told him to switch to text because of technical difficulties. He said a supervisor was not contacted that he knows of to have it reported as a technical difficulty. Wanted to know why the other person could not hear him.	10/07/04	Communicated with the person on VCO and was able to hear him clearly. Let him know I would inform the appropriate person with the information and if the problem continues to call back through customer service.
10/08/04	Nature of complaint: "It's upsetting local businesses block relay svc. calls because of recurring relay scams. What is being done? What is Sprint doing to overt fraudulent calls giving relay a bad rep? Response to customer: Thanked the customer for information.	10/08/04	Sent to MA Account Mgr. There was no CA number listed. Account Manager will follow up with the business and provide training.
10/19/04	Customer asked three times with two different CA's to turn down typing speed to 45wpm, as she is deaf and blind and can't read that fast. Will call again tomorrow to customer service during the day.	10/19/04	Informed her Customer Service would make record of her complaint. Questions she has: 1) If tty (term) can CA turn speed down? and 2) Can speed be automatic instead of CA having to turn it down. Customer does have profile.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/19/04	Wants to know why relay always says "Caller ID Block". CA typing too fast can not read what the CA is typing. Wanted to know why the CA didn't follow instructions when she was told to slow down because she can't read that fast. In profile it states to reduce speed to 45wpm.	10/19/04	Spoke to supv to inform them of the CA typing too fast and to make sure profile notes are being read and honored. Training department tested to make sure the speed could be decreased even if the TTY user was the outbound person and it worked fine. So had the supv speak with the CA to make sure they followed the correct procedures. Explained to the caller that because she had in her profile "Caller ID Block" every time she placed a call trough relay it would transmit across the screen saying "Number Blocked" or "Caller ID Blocked".
10/20/04	Called Relay Service on 711 and heard tones (thought they were fax tones) and then got CA. Had the CA dial the number and got a fast busy line. Asked the CA what to do and the CA informed caller it was her decision. Asked CA what a fast busy meant and CA said circuits may be busy. Caller wanted CA to check the line for her, so the CA referred her to her phone company or Relay Customer Service. The person called her carrier and also got a fast busy. Caller called Relay Customer Service to report this. Said she felt the CA's were disinterested and unhelpful.	10/20/04	Apologized that she felt the CA's were not helpful. Explained the CA's are not connected to the phone company and did not have the information about the phone line. CA can only inform the caller of what they hear. Gave the caller the voice 800 number so that she wouldn't have to hear the TTY tones on the line anymore. She said she will try to call again. Will call Relay Customer Service back with any questions.
10/21/04	Received a relay call on 8/25/04 to place an order. Today got a letter from the credit card company that the order \$545.00 and it was a fraud. Wanted to know if we could find out who placed the call.	10/21/04	Apologized for the inconvenience and told him that we do not keep records of calls. Provided him with the Sprint Relay Customer Service number.
10/22/2004	Customer complained about garbling and told supv to tell CA's to put 2 spaces between sentences and they are not doing so.	10/22/2004	No CA ID given. 2 spaces between sentences will not solve garbling.
10/24/04	Called in complaining about Relay being busy and not being able to get through. Customer was hanging up every time they heard TTY tones.	10/24/04	Informed them to stay on the line and a CA would come trough to them. Apologized for the inconvenience and she hung up.
10/24/04	Tried calling MA Relay and get recording that says "cannot be completed as dialed please check the area code and number." Tried 711 to get local Relay, cannot reach Relay using 711 Trying for at least a week and is very frustrating trying to get through.	10/26/04	10/26/04 Spoke to customer. She wanted to know information on Sprint Account Manager. Discussed how she cannot get through on 800#. She will call her local provider.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/24/04	Has had numerous internet relay calls with bogus order requests using credit cards. Wants to block those calls. Also, wanted to block ALL Relay calls.	11/24/04	Explained that we at Mass Relay can not block relay calls into his place of business. However, if he wanted to speak with his phone company about any alternatives, then he should do so. For the Internet Relay calls, gave him the Sprint Customer Service number and told him that Mass Relay and Internet Relay were two separate entities and to please speak with Sprint regarding the Internet calls. He thanked for the info and advice.
12/01/04	Disconnected twice in the middle of her calls with the same phone number.	12/01/04	Opr ID not available. Possible TTY problem, not from MassRelay. Customer was asked to check with TTY.
12/02/04	Customer felt that OPR does not know how to handle VCO calls.	12/02/04	Opr ID not available. Explained the procedure that one can ask supervisor to assist.
12/02/04	Called in to say that the typing speed has not reduced to 45 WPM.	12/05/04	Opr ID not available. Apologized and let supervisor know.
12/02/04	Call is not coming in on VCO. The caller also said is very unhappy with the relay service. She said it was much better with previous provider.	12/02/04	No CA ID given. Complaint taken.
12/06/04	Complained about hung up when it was not done (ans machine, hung up)	12/06/04	Explained proper recording procedure.
12/06/04	Caller has OPR check voice mail the OPR does not know how to do it.	12/06/04	Opr ID not available. Inform training dept so they can re-train OPRs if necessary.
12/10/04	Calling about the typing speed.	12/10/04	Informed caller that is not the CA's, it has to do with the settings on her TTY. Let her know she needs to call the TTY distributor or VCCD. They would be able to help with the problem.
12/11/04	VCO Branding needed. Customer also wanted to mention that she does not like the quality of the relay service.	12/11/04	Rebranded on 12/13/04 but when I went to rebrand it, the branding was still working and it came up with the automatic VCO connection.
12/12/04	VCO branding was lost.	12/12/04	Customer was re-branded.
12/16/04	VCO branding was lost.	12/16/04	Customer was re-branded.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/16/04	Complaining about getting garble.	12/16/04	Opr ID not available so suggested the caller to try typing abc or 123 first before typing to the operator. Or try hitting the space bar first before typing to the operator.
12/17/04	Called in twice and hung up. Customer called relay twice and got disconnected.	12/17/04	Unable to follow up without agent and call information. Asked customer to call back if problem occurs again with the agent and call information.
12/17/04	Supervisor from Mass Lifeline called to say that a TTY user from IL had difficulty getting through to the MaRelay (no time given). No follow-up requested.	12/20/04	Thanked and explained that we need more information such as time and date of the call.
12/21/04	Lost branding for automatic VCO connection. also wanted to update profile for long distance carrier and toll calls.	12/21/04	Re-branded customer while she was on the line and updated her profile records. Apologized for any inconvenience this may have caused.
12/23/04	Lost VCO branding. Wanted general information on filling out a profile sheet that was sent to him.	12/23/04	Customer was re-branded. Explained the profile sheet and what the options were on the profile sheet.
12/23/04	She says she is having problems with the system. Has to give the operator the number 3 times and VCO was on automatic connection before she went to Florida. 3 weeks later when she came back it doesn't work. Would like someone to call her ASAP to explain what happened.	12/30/04	Called on 12/23/04 at 13:12, no answer. Called again on 12/30/04, explained what was going on with the VCO connection loss and rebranded that person.
12/23/04	Called in to say that his profile which states increase speed to 60 WPM did not come up twice today and cannot be accessed by any operator. Wants a call back for an explanation of why and wants it fixed ASAP.	12/23/04	Checked the database and the database information came up clearly stating to increase the speed to 60 WPM. Everything was working fine. Called customer on 12/23/04 to leave a message to inform him that everything is working properly.
12/29/04	Customer claims she was rudely reminded of protocols. Felt OPR had bad attitude and asked to speak with Supervisor.	12/29/04	Supervisor reviewed situation with OPR and provided coaching on professionalism
12/29/04	Woman calling for TTY using daughter who is unable to place long distance calls through relay from 978-448-8041 although her son is able to place LD calls directly from that number	12/29/04	Suggested that customer set up LD profile with MA Relay and also suggested that customer contact phone company about issue.

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12/30/04	TTY was repaired and the branding was lost	12/30/04	Rebranded on 12/30/04
12/30/04	Called from a payphone using a TTY to call his son on TTY and says the operator hung up on him. Also asked if there is a calling card under his carrier.	12/30/04	I explained that the operator did not hang up on him. The opr released the call so he could continue his conversation TTY to TTY without the Relay being involved. Suggested he try calling his phone company and also provided the nbr to VCCD.
12/31/04	VCO branding lost	12/31/04	Rebranded VCO.
01/03/05	Caller said that during the call the writing on her screen froze the typing stopped coming across the screen. She wants to know if the operator was having difficulty or if the plm was caused by her DSL filter. She would like a call back on Monday.	01/03/05	I rebranded the caller for VCO while she was on the line. Placed several calls back to customer; line either busy or answered by machine. Left message on machine third time asking person to call CS back to let us know if she continued to have problem throughout weekend. Never received call back.
01/03/05	Profiled for VCO it does not come on automatically. she has changed phone and is wondering if this is why. Will call back on Thursday 12/30/04.	01/03/05	Customer was rebranded.
01/04/05	Person upset that someone is calling her through relay during late night and early morning hours. She doesn't know who it is or how they got her number	01/04/05	Explained relay policy - no call records kept; unable to provide info
01/04/05	VCO branding lost	01/04/05	Number re-branded
01/06/05	The caller tries to contact a TTY user but receives a recorded msg saying "the number she is calling to has been disconnected." She requested a supervisor so I asked Roxanne to speak with her.	01/06/05	Roxanne asked the caller to call the TTY user directly to see whether she gets the same recording and call back to Roxanne to know the results. (person never called back).
01/11/05	Occupational Therapist. Calling for information on speech to speech. Wants to do a test call with her client who has cerebral palsy and wants to place a test call to see if the operator is able to understand the client. Said will call back on 1/10/05.	01/11/05	Explained what speech to speech is. Explained how speech to speech calls are handled. Walked the person through the steps and answered any questions she had. Waited for the person to call back to set up a profile for her client and placed the test call with the person. Everything was successful.

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01/18/05	Losing part of his conversation. He said this has happened 2 times. The person he was calling wasn't able to hear what was being said at some point during the conversation they would lose him.	01/18/05	Asked the caller if he was speaking directly into the phone, or if he was speaking before the Operator had typed the "GA" he said no, I suggested having his TTY looked at or calling VCCD or Ultratec and if the problem still continues after this to call back to CS. I also suggested calling his phone company and having someone come and look at the line.
01/18/05	Caller had requested VCO branding earlier today, but branding did not work when calling relay.	01/18/05	Explained that it can take a few days to process branding requests.
01/19/05	Angry that her profile (VCO) is not being adhered to. Is constantly having to wait thru handshake. When asking opr about profiled VCO gets the runaround.	01/19/05	Rebranded for VCO.
01/19/05	Caller states opr did not respond to her after greeting; handshake?	01/19/05	Spoke with opr about responding within appropriate time frame.
01/19/05	Opr did not type (Ur msg left) at the end of user's voiced msg on ans mach. Opr typed (hung up GA) instead, which confused the VCO user. When VCO user inquired if message had been left, OPR did not give a clear, straightforward answer and said that info was no longer available.	01/19/05	Told VCO user that her complaint would be forwarded so opr can be trained in proper procedure. Apologized for inconvenience. Supv. met with the opr and reviewed procedures.
01/20/05	Caller ID showed as "out of area" when they received a call and wanted to know why?	01/20/05	Informed the caller that the person would need to unblock their number before dialing into the Relay.
01/20/05	Expressed concerns about garbling and asked if opr can place long distance calls.	01/20/05	Explained to her that she should let the opr know when the message is garbled and also told her that we can place long distance calls.
01/27/05	This out of state customer received a bill. Roommate called into MA Relay and made 4 calls and her carrier charged her LD charges. She has spoken with her local and LD phone company and her line doesn't have the ability to place those calls. Must use collect or other billing options.	01/27/05	Took her info and numbers called in MA - 781-284-0852 (8/29, 8/29, 8/31) and 978-546-8005 (9/8). Told her I would forward this to Roxanne for response. She asked to email her by Friday at the latest. Final Resolution: Roxanne explained how blocks thru phone companies do not always get recognized thru Relay. Customer said she will call phone companies again to dispute bills.
01/27/05	Customer stated CA hung up on caller. Customer did not have any further information, including CA number.	01/27/05	Explained to customer that complaint can't be followed through without knowing the agent number and the time of the call. Asked Caller to call back with this information if this happens again.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/27/05	Caller asked operator three times to turn on HCO, but operator did not. Caller said that operator should have asked for assistance with call, and that operator did not send operator I.D. number.	01/27/05	Apologized to the caller. No opr ID available for follow up.
01/31/05	The caller complained about oprs being rude with their tone of voice and wanted to make the Supervisor aware of this.	01/31/05	Apologized for the inconvenience. It cannot be the operators identified because they are not valid.
01/31/05	Caller says she received a call and the Operator would not type what her caller said. She believes the opr hung up on her. Wants the issue addressed.	01/31/05	Apologized to the caller for the inconvenience. Informed the caller the opr would be spoken to. She said thanks. Opr coached on professionalism.
02/08/05	Caller has difficulty reaching relay at 711 when using her cell phone.	02/08/05	Suggested that she use voice relay number 1-800-439-0183 when calling from her cell phone.
02/09/05	Caller lost VCO branding for 781-592-9349. He asked that his brother be notified when number is rebranded.	02/09/05	Rebranded number for VCO. Phoned contact person to notify him that branding could take up to 3 days to process.
02/11/05	Calling to complain about losing the VCO branding.	02/11/05	Customer has been re-branded.
02/13/05	Caller is having difficulty reaching relay at 711.	02/13/05	Provided 800 numbers for MA Relay.
02/13/05	Customer is not receiving her calls at her new home. She would like to receive a call back regarding this issue. If she cannot be reached, call her son's cell phone.	02/13/05	Called customer on 2/14/05 (11:11AM). Seems to be a problem with her TTY machine, as she is not receiving all her calls. Provided her with number for VCCD.
02/13/05	Caller's father, a new VCO user, is receiving messages with missing letters.	02/15/05	Spoke to customer, who described garbling problem (missing/extra letters). Suggested that problem could be caused by poor connection or background noise at VCO user's end. Father uses VCO phone (no keyboard). Anne would like to receive additional info. 2/14/05 11:39AM Called contact person: answering machine. (NG) 2/15/05 2:07PM Called contact person: no answer. 2/15/05 3:45PM Contact person called CS: offered suggestions for clearing garbling; provided numbers for VCCD and Ultratec.
02/17/05	Calling in for garbling issues. Wants the garbling cleared up. Wants notes changed in profile.	02/17/05	Offered suggestions on how to clear up garbling issue. If plm continues contact VCCD. Notes in profile updated.

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02/21/05	2 calls garbled, TTY was just fixed wondering why receiving garble.	02/21/05	Asked caller what type of garbling they were receiving to try to figure out garbling issue. I suggested the caller to type a few letters first and also to try hitting the space bar as well to see if that would clear up the issue.
02/21/05	VCO customer is dialing 711 to reach the relay service and is unable to get in contact with the relay operators. They are not hearing her. She states she's had this problem for quite sometime and the last trouble ticket was turned in 2 weeks ago.	02/24/05	Apologized and advised customer to use the dedicated VCO line, 1 800 439 4270. Customer was re-branded on 2/19/05 and the automatic VCO connection should be effective by 2/23/05. Follow up requested. Made follow up call and VCO working fine.
02/21/05	VCO customer is dialing 711 to reach the relay service and is unable to get in contact with the relay agents, they are not hearing her. She did come in as being branded VCO.	02/21/05	Technicians ran tests using customer's phone number and were not able to duplicate problem. Several attempts to contact customer were unsuccessful.
02/22/05	Father trying to use HCO and the operator is not receiving the number to dial. Says father has directory dialed numbers and the operator is not receiving the dial to number. Call is coming in as VCO.	02/22/05	Checked customer record. Profile set up and entered correctly. Will do a test call with the caller on 2/22/05. Did a test call on the floor, did not come through as a VCO user.
02/23/05	Caller is experiencing trouble when receiving calls. After answering the TTY and typing a greeting, the call disconnects.	02/23/05	Referred caller to VCCD and provided phone number.
02/25/05	Person said agent interrupted while giving dialing instructions and then hung up for no reason.	02/25/05	Informed caller that a supervisor would speak to the agent and apologized. Caller completed the call with another operator. Operator was spoken to and coached on professionalism.
02/25/05	Calling to say that she was charged by 4 different long distance companies and they are not her LD carriers. Wants to put her carrier of choice as a LD carrier.	02/25/05	Informed caller to contact the phone companies and have the wrong information corrected. Updated profile notes to reflect her choice of LD carrier.

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03/04/05	Customer is calling to complain about some relay procedures. Does not agree with some of the Relay's policies and procedures. Stated she becomes very irate at times and has also disconnected with operators on different occasions.	03/04/05	Added the notes in the customers profile on 3/4/05. Informed the caller that it is Relay policy to ask if the person knows how to use Relay unless the person has as a profile option "No Announcement of Relay" or "No explanation of Relay".
03/05/05	This agent was very rude, he was groaning and sighing impatiently during my call, I could hear him whispering to other agents, saying "are they done yet?" I can hear the agents talking. Apologized. No follow-up requested.	03/05/05	OPR coached on professionalism
03/07/05	Was wondering if relay was down because couldn't get through using 711. Had no trouble getting through using 800 number.	03/07/05	Told caller relay was not down - has been fine all day. Suggested if caller continues to have problems connecting to relay using 711 that he/she contact local phone company.
03/08/05	Called the 711 number 5 times, the line just keeps ringing. Wanted to know if the system is changing?	03/08/05	I informed the caller the system is not changing. I dialed the 711 number while on line with the caller and was connected to an operator right away with no trouble. Suggested trying again and I also gave the caller the 800 number to call into relay.
03/08/05	Calling for her mother to add her carrier of choice for local, toll, and long distance as carrier of choice to her profile.	03/08/05	Information entered.
03/11/05	Complaining about Operators. Very upset, thinks operators are not trained, can't spell, and wants someone to call her Monday wants to know what kind of training operators have.	03/11/05	Informed caller someone would call her Monday. Called on Monday 3/7/05 at 10:38 am reached an answering machine. Called at 13:25 pm on 3/7/05 answering machine. Called again on 3/10/05 at 12:31 pm no answer reached an answering machine. Tried reaching the customer with no luck.
03/11/05	Customer complained that agent did not follow voicemail retrieval instructions and erased her messages. Customer also complained that agent did not request a supervisor's assistance for retrieval as requested.	03/11/05	Informed her someone would talk to the Operator about proper call handling and advise agent that she should request a supervisor if she has questions/problems with a call. Apologized to customer and did retrieve her messages. Operator reminded of correct call handling procedures.

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03/15/05	Caller states that she is able to place calls through the Relay Service but is unable to receive them when someone calls her. Wants to know why she is having this problem.	03/15/05	Referred customer to the VCCD so they can assist her with this problem.
03/16/05	Cannot connect to Relay when dialing 711. Also has VCO branding, but said OPRs cannot hear him. Did mention he was using loaner TTY while his was repaired.	03/16/05	Spoke with Sprint technician about issues. Offered suggestions to customer regarding his equipment. Customer let us know that his VCO issue was resolved by using a different telephone.
03/17/05	Caller was complaining that the opr would not tell him/her the exact reason for an opr changeover that had occurred.	03/17/05	Explained that occasionally opr changeovers are necessary and the opr followed correct policy and procedure. The opr is not allowed to tell either party the reason for a changeover.
03/17/05	Caller was unable to reach relay via 711. Line would ring but not connect to operator.	03/17/05	Agent told caller that she would note the issue. Also referred caller to phone company.
03/21/05	Caller has static on her phone line and is receiving garbled text from relay operators.	03/21/05	3/21/05 3:24PM Left voicemail message. Explained that static on line could be causing the garbling. Referred consumer to phone company and provided VCCD number.
03/22/05	States that when calling from TTY they are unable to get through when dialing the "711" number. Wants to know why?	03/22/05	Informed caller that there were no reports of trouble with the 711 line. Also suggested using the 800 number to Relay. They said they did and had no plm connecting. Informed caller they would need to call their phone company in regards to unable to reach Relay when dialing 711.
03/28/05	Caller said that her mother often receives garbled text (e.g., OOOXXX) on VCO calls.	03/28/05	I suggested reasons for garbling (static/interference on line, handset not placed firmly in cradle, etc.). Since the caller described turbo-code garbling, I explained how the VCO user could turn off turbo code.
03/28/05	Caller stated that OPR did not relay voice answering machine greeting verbatim. Recording said: "if you kindly leave a message I will return your call ASAP." OPR typed: "is not available...any options until the tone beeps..."	03/28/05	Operator was coached on relay procedure.
03/29/05	Called in to request profile and different types of calls offered at Relay in Spanish as well as brochures.	03/29/05	Forwarded the request to the appropriate person. Called the customer back to inform the customer that at this time the Relay C.S. is in transient and unfortunately we do not have them available in Spanish at this time. Apologized for the inconvenience.

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03/30/05	Received fast busy signal when trying to place long distance call.	03/30/05	Referred caller to long distance carrier.
04/03/05	NY caller had incorrect long distance charges on phone bill.	04/03/05	Informed caller that she'd reached MA Relay CS. Offered to provide correct CS number but caller already had it.
04/03/05	Voice caller got disconnected from TTY user. When trying to redial, she rec'd busy signal. Caller asked whether TTY user were still connected to relay operator.	04/03/05	Apologized and informed caller that relay/CS could not determine whether TTY user were still connected to an operator.
04/08/05	Called in to say the operator was typing too slow and needs to be faster. She said my typing to her at 60 WPM was fine. Doesn't want what the profile says.	04/08/05	In customer's profile it stated change speed to 25 WPM visually impaired. Caller stated she didn't want that in her profile. Profile was changed according to customer's request to increase the speed to 60 WPM.
04/11/05	Said that her mother (VCO user in CT) was receiving garbled text on MA Relay calls.	04/11/05	Offered suggestions for clearing garbling. Suggested that caller contact phone company if problem persists.
04/12/05	Customer called to say that the opr. typing is too fast and is unable to read TTY. Wants profile changed to reduce opr. typing speed.	04/12/05	I lowered the typing speed for the caller to 45 WPM and she was able to read me. Informed the caller I would pass the information to the appropriate person. Changed customers profile to reflect 45 WPM as requested.
04/25/05	Called into Relay and said tty tones kept picking up. Called the voice number to relay and said tty tones kept picking up at that nbr also.	04/25/05	Provided caller with the voice number and asked customer to let us know if problem persists.
04/25/05	Caller said she cannot get through to an opr when dialing the 800 voice number. She wants a call back as to why the 800 voice number won't work.	04/25/05	Informed caller she can dial 711 to reach an opr. Called at 8:26 am and spoke with person. She said she was getting tty tones when calling the voice number. Asked her to try again today to see what happens and if she is still receiving tty tones call back into CS. Asked if she has a tty and she said she does but was calling from a regular phone.
04/28/05	Customer said that she made a call and agent did not allow her to talk and kept typing and that outbound customer kept saying to call through Relay and that agent didn't tell her what was going on and disconnected. Customer also had questions about VCO to TTY.	04/28/05	Apologized and explained about VCO to TTY calls and told customer she should request VCO to TTY before dialing. Spoke to agent and she said that she connected VCO to TTY but outbound may not have realized it was VCO with the Relay Service and kept typing and then disconnected. Operator was coached and reminded of proper procedures.
04/28/05	Seems to be getting cut off after the initial greeting, gave the operator the number to dial and no response. Says they haven't had this plm with other operators and to know what was going on.	04/28/05	Informed him I would look into the situation. Operator coached on professionalism.
04/29/05	The caller was calling from a correctional facility and he was unhappy that he could not call his lawyer. The opr told him the call could not be placed.	04/29/05	Informed caller that only collect calls are allowed from correctional facilities.

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04/29/05	Customer was calling to say that the opr did not follow procedure correctly when typing background and kept cutting off the voice user's words.	04/29/05	Apologized to her and told her someone from relay would return her call to discuss the issue. The best time to call her is Friday, April 29 after 2:00 pm. Called 4/29/05 at 2:45 pm. Customer said while the opr was typing what the person was saying she would put background sounds in too. Customer didn't like the opr typing the background sounds because it interrupted the flow of the conversation. I checked her profile and told her she had "All Background Sounds" in her profile and suggested that she have that removed if she doesn't want background sounds typed anymore. She agreed and I updated her profile.
05/05/05	Customer was trying to call a long distance number but each time the line was busy and customer wanted to know why the operator was not completing the call. Stated that the line was not busy.	05/05/05	A supervisor came over to assist on the call and the line was busy informed the caller that the line was busy and the operator followed all the correct procedures including procedures for a fast busy signal. The supervisor placed the call and the line was still busy. The caller said they would call back at another time.
05/05/05	Called to complain that every time she calls into the Relay to access her voicemail she has a problem with the operators. States that she has to keep trying different operators at least 3 times until she finds one that knows the correct procedures. Says she is a professional psychotherapist and does a lot of appts through voicemail so it is really vital that the operators know the correct procedures.	05/05/05	Apologized to the caller for any inconveniences this may have caused. Asked if she had the operator's numbers. She said "no". Informed the caller that all operators are trained on all Relay policies and procedures. Suggested the caller to ask the operator(s) in the beginning of the call if they know the correct procedures for accessing voicemail and if they don't give the operator to C.S. and the opr will have a refresher on that procedure. Informed the caller a reminder of the correct procedures will go in the weekly memo.
05/09/05	Voice to TTY call, voice user put operator on hold after TTY user typed a message and the operator had relayed part of message. Voice user came back on line and said "OK operator I'm back, pls go ahead" and the opr did not relay msg just kept saying "I can't talk to you" and was rude. Voice user repeatedly asked opr to continue relaying the msg but opr only typed what voice user was saying.	05/09/05	Agent had called me over as a Supervisor while the call was going on, and I told the agent that relaying the rest of the msg after holding was not becoming involved in the call. Voice user called back into relay a few minutes later to complain. I apologized and told her someone would speak to the operator about not being involved in a call vs. rudeness. Opr was spoken to about professionalism as well.
05/09/05	Unable to reach Relay operator through 711 on his phone.	05/09/05	Provided caller with the 800 voice nbr to Relay.

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05/09/05	The caller was billed by another carrier for two long distance calls. He called his carrier and they told him to call us.	05/09/05	I apologized for the inconvenience and told him to send us a photocopy of the bill and we will reimburse him. Also set up a profile with his carrier of choice as his LD Carrier.
05/11/05	The caller was calling on behalf of his mother. He said when he calls her the number doesn't show up on her Caller ID and he wanted to know if it's supposed to.	05/11/05	I told him I would pass the information on to the technicians, and that the Caller ID is supposed to show the number unless there's a block.
05/13/05	Caller said Opr hung up on him when he asked her to redial.	05/13/05	I apologized and told him I would let the supervisor know. Agent was met and reviewed with on procedures.
05/20/05	Wants to know why s/he gets garbling whenever s/he calls into the Relay and types 711 it always comes out garbled. Has to type it again and is fine from there.	05/20/05	Informed the caller that she could try hitting the space bar a couple of times before typing 711 or using the 800 number to Relay and if that doesn't help I gave the number to MEDP and Ultratec to have the TTY Looked at.
05/31/05	Stated that 711 was not working. Recording states that it is out of service.	05/31/05	Tried calling 711 and it worked fine. Provided caller with the 800 number to Relay.
05/31/05	Stated the opr was rude and hung up within one minute.	05/31/05	Apologized to the customer and the opr was coached on professionalism.
05/31/05	Caller states that opr was rude while processing a call and hung up on her before she could give her another number to dial.	05/31/05	Opr was coached on professionalism.